

**REPLY UNDER 37 CFR 1.116
EXPEDITED PROCEDURE
EXAMINING GROUP ART UNIT**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: CASPI et al.

Application No.: 10/742,304

Filing Date: 12/18/2003

For: COMPUTER-BASED
TELEPHONE CALL
MANAGEMENT

Confirmation No.: 5669

Group Art Unit: 2614

Examiner: Thjuan Knowlin Addy

**AMENDMENT and RESPONSE to
November 25, 2009 Final Office Action**

Docket No.: 2003P15311US

Mail Stop AF (via EFS)
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Final Office Action mailed November 25, 2009, please amend the above-identified application as follows:

Amendments to the claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.